

Customer Service Report for EMIB



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	3	0	0	0	0	0	0	0	3	0	7
Account Lockout	2	0	0	0	0	0	0	0	2	0	4
Deactivate/Close	1	0	0	0	0	0	0	0	1	0	14
Edit Account	31	0	0	0	0	21	0	0	10	0	4
General Info	2	0	0	0	0	1	0	0	1	0	3
Register/Open	4	0	0	886	0	5	0	0	885	0	0
Workstation/Remove	1	0	0	0	0	0	0	0	1	0	9
Anti Virus SW											
Desktop	1	0	0	0	0	0	0	0	1	0	3
Application Support											
OS/NOS/FDCC	1	0	0	0	0	0	0	0	1	0	20
Back Office Support											
Active Directory	6	0	0	3	0	1	0	0	8	0	10
Add Entry	3	0	0	1	0	0	0	0	4	0	4
Backup/Restore	2	0	0	0	0	1	0	0	1	0	11
Configuration	2	0	0	0	0	0	0	0	2	0	10
Create DL	3	0	0	0	0	0	0	0	3	0	10
File Hosting	1	0	0	0	0	1	0	0	0	0	0
Maintenance	1	0	0	1	0	0	0	0	2	0	1
Move DHCP Scopes	1	0	0	0	0	0	0	0	1	0	5
Permissions/Shares	8	0	0	0	0	1	0	0	7	0	4
Reset Limits	4	0	0	1	0	0	0	0	5	0	9
Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
CIT Categories											
LISTSERV	3	0	0	0	0	1	0	0	2	0	4
Web Site Issue	1	0	0	0	0	1	0	0	0	0	0

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Connectivity											
Data lines	0	1	0	0	0	0	0	0	0	1	0
General Info	1	0	0	0	0	0	0	0	1	0	20
TCP/IP	2	0	0	1	0	1	0	0	2	0	7
Email											
Browser Mail	3	0	0	0	0	0	0	0	3	0	10
Dir Suppt/Change Entry	1	0	0	0	0	0	0	0	1	0	22
Exchange Email	2	0	0	0	0	1	0	0	1	0	1
General Info	1	0	0	0	0	1	0	0	0	0	0
MS Outlook	10	0	0	2	0	1	0	0	11	0	14
General Information											
Inquiry	2	0	0	0	0	0	0	0	2	0	52
Hardware											
Desktop/Config/Setup	1	0	0	0	0	0	0	0	1	0	10
Desktop/Troubleshoot	2	0	0	0	0	0	0	0	2	0	6
Servers/Config/Setup	0	4	0	0	0	2	0	0	2	0	0
Servers/Install/Build	0	5	0	0	0	2	0	0	3	0	0
Servers/Replacement	0	13	0	0	0	13	0	0	0	0	0
Servers/Troubleshoot	0	8	0	0	0	2	0	0	6	0	0
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	14
NIHnet											
Server Support-DNS	4	0	0	1	0	0	0	0	5	0	5
Server Support-Server Admin	0	0	0	1	0	0	0	0	1	0	7
Service Prov-IP Address Admin	5	0	0	0	0	0	0	0	5	0	14
Service Prov-Port Add	0	1	0	0	0	0	0	0	0	1	4
OS/390											

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Printer/VPS	0	0	0	1	0	0	0	0	1	0	25
Security											
General Info	1	0	0	0	0	0	0	0	1	0	10
Grand Total:	117	32	0	899	0	57	0	0	989	2	1

Total Tickets Closed: 991
Total Tickets Assigned/Pending/Checked Out: 57
Total Tickets Created: 1048